

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Quality Management

Title	Formulate company's performance pledge
Code	LOCUQM511B
Range	This unit of competency is applicable to all logistics enterprises. Practitioners should be capable to formulate company's performance pledge for different service areas according to its operational direction.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge relevant to performance pledge</p> <ul style="list-style-type: none"> <li>• Understand the concepts of performance pledge and the related writing skills</li> <li>• Understand the working processes and daily operation of logistics services of the company</li> <li>• Master the process and operation of the company's daily logistics services</li> <li>• Understand customers' service requirements</li> <li>• Understand the industry's service requirement based on benchmarking and key performance index, etc.</li> <li>• Understand the obstacles and difficulties in formulating performance pledge</li> <li>• Understand the limitation of performance pledge's application</li> <li>• Master the concepts, methods and techniques on workflow study or simulation study</li> </ul> <p>2. Formulate performance pledge</p> <ul style="list-style-type: none"> <li>• Use analytical tools to assess the time, resources and service level required of the project</li> <li>• Use suitable means and analytical tools to understand customers' requirements on service quality</li> <li>• Explore the deviation between company's standard and customers' requirements and expectations</li> <li>• Analyse the pressure on cost and resources exerted by the enhancement of the company's services</li> <li>• Analyse the cost effectiveness of different procedures in service performance pledge proposals</li> <li>• Select suitable proposal for the performance pledge</li> <li>• Compile reports for the decision-making level in the company and elaborate the formulation of the performance pledge proposal</li> </ul> <p>3. Conduct a regular review</p> <ul style="list-style-type: none"> <li>• Set up mechanism to collect data and cases to measure service standard</li> <li>• Set up mechanism to review the standard of the performance pledge</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable to formulate suitable performance pledge according to the company's scale, workflow and operational policy;</li> <li>• Capable to use different analytical tools to obtain objective data and information for analysis; and</li> <li>• Capable to compile reports for the decision-making level in the company to elaborate the formulation of the performance pledge.</li> </ul>

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Remark	This UoC is adopted from the Logistics UoCs LOCUQM411A and LoCUQM414A. The QF level is adjusted from level 4 to level 5.
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